

Average State and National ICH CAHPS Scores Based on Combined Data from the 2023 Spring and 2023 Fall Surveys. Results for Participating CCNs Were Posted on Care Compare on Medicare.gov in October 2024

State	State Average— Nephrologists’ Communication and Caring				State Average— Quality of Dialysis Center Care and Operations				State Average— Providing Information to Patients			State Average— Rating of the Nephrologist				State Average— Rating of the Dialysis Center Staff				State Average— Rating of the Dialysis Facility				State Average— Response Rate	
	TB	MB	LB	LS	TB	MB	LB	LS	TB	LB	LS	TB	MB	LB	LS	TB	MB	LB	LS	TB	MB	LB	LS		
AK	73	13	14	85	69	20	11	85	84	16	84	63	27	10	87	66	28	6	88	75	19	6	91	26	
AL	66	14	20	80	62	19	19	79	79	21	79	59	26	15	84	61	26	13	85	66	21	13	86	25	
AR	67	14	19	81	62	19	19	79	81	19	81	58	28	14	84	60	27	13	85	65	22	13	87	25	
AS																									
AZ	62	16	22	77	59	20	21	77	78	22	78	54	27	19	81	60	26	14	84	63	22	15	85	22	
CA	67	14	19	80	65	19	16	81	79	21	79	60	26	14	84	67	24	9	88	72	18	10	89	24	
CO	67	16	17	81	64	20	16	81	81	19	81	61	24	15	84	67	20	13	86	72	16	12	88	22	
CT	66	14	20	80	63	19	18	80	79	21	79	58	27	15	83	65	23	12	86	69	19	12	87	23	
DC	64	15	21	79	53	20	27	73	72	28	72	54	30	16	82	50	31	19	81	51	32	17	82	22	
DE	68	14	18	81	62	19	19	80	79	21	79	53	33	14	83	60	28	12	85	64	24	12	87	25	
FL	67	14	19	81	65	18	17	81	79	21	79	61	25	14	85	66	23	11	87	70	19	11	88	25	
GA	66	14	20	80	60	19	21	78	77	23	77	58	27	15	84	58	28	14	84	63	23	14	85	23	
GU	41	15	44	60	58	17	25	76	72	28	72	26	37	37	68	61	27	12	85	65	22	13	86	23	
HI	67	13	20	80	66	18	16	82	78	22	78	61	24	15	84	69	22	9	88	74	16	10	90	30	
IA	69	16	15	83	66	19	15	82	83	17	83	64	24	12	87	71	21	8	89	75	17	8	90	30	
ID	70	15	15	83	69	19	12	84	81	19	81	68	21	11	87	74	20	6	90	79	15	6	92	29	
IL	66	15	19	80	65	18	17	81	78	22	78	58	27	15	84	65	24	11	87	70	19	11	88	26	
IN	65	16	19	80	65	19	16	82	81	19	81	57	27	16	83	66	24	10	87	70	20	10	88	27	
KS	69	16	15	83	65	20	15	82	82	18	82	65	25	10	87	68	24	8	88	73	17	10	89	28	
KY	68	14	18	82	66	19	15	82	82	18	82	61	26	13	85	68	22	10	88	72	18	10	89	25	
LA	70	12	18	82	65	17	18	80	79	21	79	63	24	13	85	63	25	12	86	68	20	12	87	24	

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	TB	MB	LB	LS	TB	MB	LB	LS	TB	LB	LS	TB	MB	LB	LS	TB	MB	LB	LS	TB	MB	LB	LS	
MA	68	15	17	82	66	18	16	82	78	22	78	61	27	12	85	68	23	9	88	72	19	9	89	26
MD	66	15	19	80	60	20	20	78	76	24	76	57	28	15	83	57	29	14	84	61	24	15	84	24
ME	70	16	14	84	69	18	13	84	84	16	84	62	28	10	86	76	19	5	91	79	16	5	91	32
MI	66	16	18	81	64	20	16	81	79	21	79	59	26	15	84	65	24	11	87	70	19	11	88	27
MN	69	17	14	83	65	20	15	82	81	19	81	60	28	12	85	66	24	10	87	71	19	10	88	25
MO	69	14	17	82	66	18	16	82	81	19	81	61	26	13	85	65	26	9	88	70	21	9	89	26
MP	57	14	29	74	61	17	22	78	76	24	76	47	27	26	77	56	30	14	83	69	20	11	88	33
MS	66	13	21	79	63	16	21	79	77	23	77	56	29	15	83	59	27	14	84	65	21	14	86	26
MT	75	11	14	86	69	19	12	85	84	16	84	72	21	7	90	74	21	5	91	75	19	6	91	24
NC	65	15	20	79	60	19	21	78	79	21	79	57	28	15	83	60	26	14	84	65	22	13	86	25
ND	64	17	19	80	70	18	12	85	81	19	81	61	23	16	82	75	19	6	91	81	12	7	92	24
NE	67	16	17	81	64	21	15	82	82	18	82	60	25	15	84	67	23	10	87	74	16	10	89	25
NH	64	17	19	80	67	19	14	83	83	17	83	56	30	14	84	71	22	7	89	74	18	8	89	30
NJ	69	14	17	82	67	18	15	83	80	20	80	63	25	12	86	70	22	8	89	75	17	8	90	24
NM	63	14	23	77	60	19	21	77	77	23	77	54	28	18	81	62	23	15	85	68	19	13	87	21
NV	62	15	23	77	65	18	17	81	79	21	79	52	29	19	81	65	25	10	87	68	22	10	88	22
NY	67	14	19	80	64	18	18	80	76	24	76	57	29	14	83	64	25	11	86	67	22	11	87	25
OH	67	15	18	81	66	18	16	82	82	18	82	60	26	14	84	68	22	10	88	71	19	10	88	25
OK	71	14	15	84	65	19	16	82	80	20	80	65	24	11	87	67	23	10	88	72	18	10	89	22
OR	68	16	16	82	63	21	16	81	80	20	80	62	26	12	86	65	24	11	86	68	21	11	87	27
PA	67	16	17	81	65	19	16	82	80	20	80	59	27	14	84	67	23	10	87	70	19	11	88	27

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	TB	MB	LB	LS	TB	MB	LB	LS	TB	LB	LS	TB	MB	LB	LS	TB	MB	LB	LS	TB	MB	LB	LS	
PR	69	16	15	83	65	20	15	82	86	14	86	66	20	14	86	72	19	9	89	74	15	11	89	31
RI	71	15	14	84	71	17	12	86	83	17	83	64	24	12	86	73	21	6	89	77	16	7	91	26
SC	66	14	20	80	63	19	18	80	79	21	79	58	27	15	84	60	28	12	85	65	23	12	87	25
SD	69	15	16	82	68	19	13	84	80	20	80	63	24	13	85	71	22	7	89	77	16	7	91	20
TN	64	15	21	78	65	18	17	81	82	18	82	57	26	17	82	66	23	11	87	69	20	11	88	24
TX	68	14	18	81	64	18	18	80	79	21	79	61	25	14	85	66	23	11	86	70	19	11	88	23
UT	64	16	20	79	68	17	15	83	82	18	82	57	27	16	82	73	19	8	89	77	15	8	90	26
VA	63	17	20	79	62	19	19	79	79	21	79	55	29	16	82	60	27	13	85	65	22	13	86	27
VI																								
VT	66	14	20	79	75	16	9	88	83	17	83	55	30	15	82	77	19	4	92	82	12	6	92	27
WA	72	14	14	84	66	19	15	82	82	18	82	65	23	12	87	68	23	9	88	72	19	9	89	23
WI	66	16	18	81	65	20	15	82	82	18	82	58	28	14	84	66	24	10	87	71	18	11	88	28
WV	66	15	19	80	67	18	15	83	81	19	81	59	27	14	84	72	18	10	88	75	16	9	90	28
WY	70	15	15	83	75	15	10	87	78	22	78	62	29	9	86	78	18	4	92	84	12	4	93	28
National Average	67	14	19	81	64	19	17	81	79	21	79	59	27	14	84	65	24	11	87	69	20	11	88	25

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